

#9/4-2004/33

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on April 9, 2004.

Walter J. Smith
Attorney for Applicant(s)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application No. : 09/815,441
Applicant : David Arthur Eatough et al.
Title : METHOD AND APPARATUS TO PERFORM
CUSTOMIZED ERROR HANDLING
Filed : March 22, 2001
TC/A.U. : 2133
Examiner : Dipakkumar B. Ghandi
Docket No. : 42390.P11037
Customer No. : 21552

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APR 13 2004

Technology Center 2100

**REVOCATION OF POWER OF ATTORNEY WITH NEW POWER OF ATTORNEY
AND CHANGE OF CORRESPONDENCE ADDRESS**

Assistant Commissioner
for Patents
Washington, D.C. 20231

Dear Sir:

Matt Dean, General Counsel of LANDesk Holdings, Inc., owner of the above-identified application, hereby appoints the registered practitioners associated with U.S. Patent and Trademark Office **Customer Number 21552** with full power of substitution and revocation, to prosecute this application, to receive ribbon patent upon issuance, and to transact all business in the Patent and Trademark Office connected therewith. All correspondence and telephonic communications should be directed to:



Name and Address

Customer Number

Wesley L. Austin
MADSON & METCALF
15 West South Temple, Suite 900
Salt Lake City, Utah 84101
Telephone: (801) 537-1700

21552

All previous powers of attorney in the above-identified application are hereby revoked.

Signed at South Jordan, Utah, this 5th day of April, 2004.

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Matt Dean
General Counsel

CERTIFICATE UNDER 37 CFR § 3.73(b)

As a representative of LANDesk Holdings, Inc., a corporation, I certify that LANDesk Holdings, Inc. is the assignee of the entire right, title, and interest in the U.S. patent application identified above by virtue of a chain of title from the inventor(s) of the patent application/patent identified above, to the current assignee as shown below:

An assignment from the inventors, David Arthur Eatough and James Sferas, to Intel Corporation, which was recorded in the United States Patent and Trademark Office on Reel 011880, Frames 0785-0787.

An assignment from Intel Corporation to LANDesk Holdings, Inc., which was recorded in the United States Patent and Trademark Office on Reel 013138, Frames 0799-0802.

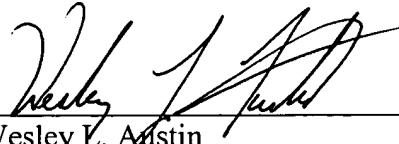
The undersigned is empowered to sign this certificate on behalf of the assignee.

Dated this 5th day of April, 2004.

Signature:

Matt Dean
General Counsel

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Wesley L. Austin', is written over a horizontal line.

Wesley L. Austin

Reg. No. 42,273

Attorney for Applicant

Date: April 9, 2004

MADSON & METCALF
Gateway Tower West
15 West South Temple, Suite 900
Salt Lake City, Utah 84101
Telephone: 801/537-1700